

# OFFICIAL GAZETTE



## GOVERNMENT OF GOA

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#### Department of Industries

#### Notification

15/6/97-IND-Part File

The Information Technology Policy of Goa as adopted by the Government is hereby published for information of the public.

By order and in the name of the Governor of Goa.

*George Kuruvilla*, Joint Secretary (Industries).

Panaji, 16th March, 1999.

#### INFORMATION TECHNOLOGY POLICY OF GOA

1. Information Technology is bringing about a revolution in the way we see the world. It is demolishing territorial boundaries and integrating the world in a way never considered possible. It is redefining the structure of economic systems by making it possible to track production processes separated globally without the physical presence of managers. Electronic data interchange and electronic commerce are replacing paper transactions. Capital is moving across the globe in seconds at the press of a key of the computer console. Innovation, change, accuracy of data, consumer driven economy and social change are redefining human relations and making us more and more driven by information technology.

2. The IT industry is set to generate global revenues of one trillion Dollars by AD 2000. Indian software exports are the biggest foreign exchange earner. A highly skilled manpower

is the key to the success of the software industry. The Government of India has on 25th July 1998 announced a series of measures to make India into a Software Super Power. Goa has an ideal advantage to make the State an attractive destination for attracting Software and Hardware companies and even promote local IT companies. It has a good infrastructure for promoting IT. This can play a key role in providing job opportunities for the youth. In order to encourage IT in the State a number of support strategies are required as follows:

- To encourage software development and other IT Enabling Services for earning net foreign exchange through software exports and increasing quality employment in the State.
- To support local producers and service providers by creating demand for indigenous IT products and services.
- To promote widespread use of IT in Government, Industry and citizens.
- To continue to function effectively in an increasingly IT dominated environment.
- To take advantage of the intrinsic benefits of IT in coping with the information handling loads of Government Departments.
- To spread education and literacy through IT.
- To generate employment through deployment of IT.

#### 3. Specifically, the State Information Technology Strategy sources on the following:—

- Build and provide necessary state-of-the-art infrastructure for software driven IT industry.
- Adopt an integrated approach that takes account of incentives, institutions and capabilities.
- Build access to international networks and foreign conduits for IT.
- Develop and encourage new technical skills, managerial practices and organisational learning capabilities essential to effective IT use and diffusion.
- Focus on IT and education and use of IT in Government.

**4. Therefore, the intention of the Government of Goa by the adoption of an Information Technology Policy is to achieve the following purposes:**

- Use Information Technology to improve productivity in Government and to provide efficient service to the citizens of Goa.
- To make Goa, one of the leading States in export of Information Technology (software) in India.
- Improve tax collection and speed up the process of tax assessments by use of Information Technology.
- Increase export earnings from export of software, computers, computer peripherals, telecom and IT Enabling services by encouraging industries through fiscal regulatory benefit.
- Improve employment opportunities and generate employment in the State of Goa in the Information Technology area.
- To reduce the cost of Information Technology so that the cost of doing business in Goa is reduced and the citizens of Goa are able to use Information Technology in a cost effective manner.
- Encourage the use of Information Technology in school, colleges and educational institutions in the State of Goa, so as to enable students to improve their skills, knowledge and job prospects and enable them to obtain employment in this sunrise industry.
- To reduce the cost of governance by better utilization of assets.
- To encourage industries to expand business in the State of Goa and thus generate employment.
- Develop the capabilities of Government as a catalyst and strategic manager of an economy wide process of collaborative action and learning.
- Create state-of-the-art infrastructure for IT generation including telecom network for Internet proliferation.

**5. Elements of Goa's IT Policy**

The Government of Goa is committed to making Goa a leading Information Technology State in India. It is committed to make Margao-Verna-Vasco-Panaji-Mapusa corridor, one of the leading centres for software development in the world. The Government of Goa is committed to use Information Technology in the process of governance, education and in development of Infrastructure in the State.

In order to make Goa a leading Information Technology State of India, the Government of Goa hereby announces its Information Technology Policy.

6. The Information Technology Policy would inter-alia consist of the policy of the Government on the use of Information

Technology in the Government, the use of Information Technology for education, Information Technology Policy for the Industry, Information Technology Policy for Health, Information Technology Policy for Entertainment & Leisure Industry and Empowerment and Social Equity through IT.

Use of IT by Government is becoming imperative. In order to function effectively, the State requires:

- A sound industrial and skill base.
- A modern economic infrastructure.
- A competent system of governance.

7. In turn, each of these are increasingly dependent on IT and need to develop in tandem with each other. Within the economic infrastructure, for example, adequate telecommunications and banking infrastructure are highly IT dependent, and IT is becoming increasingly important in other infrastructure such as ports and logistics. For the system of Government to function well, Government must have the required organisational and technical capabilities. Good capabilities are needed in the Government system in order to produce the tools of Government; statistics to help measure, understand and plan the economy; an administrative system to ensure fair and timely taxation and social welfare provision; systems and control mechanisms for smooth trade and enforce contracts. Many of these Government functions need to be IT based to deliver effective and internationally competitive service levels.

**8. Use of Information Technology in Government**

- The Government shall endeavour to use Information Technology in the process of governance and improve its response to its citizens.
- The Government shall endeavour to have connectivity between all its offices so that communication can flow through E-mail to enhance productivity.
- The Government shall endeavour to computerise the process of governance, so that the citizens could file the documents required by the Government, electronically.
- All Departments and district headquarters would have video conferencing facilities and E-mail facilities with the Chief Minister's office to allow a channel of communication.
- The Government shall endeavour to put in place a training program to enable Government employees to use Information Technology to enhance productivity.
- The Tax Departments of the Government would be fully computerised within five years. The various offices of the Tax Departments would be interconnected to allow flow of information. The staff of the Tax Departments would be trained in the use of Information Technology to increase tax-collections, reduce delays and improve productivity. All assesseees would be allowed the facility of filing their returns electronically. All assesseees would be allowed the facility of paying their tax through electronic transfer of funds.

- The Government shall make a special budget allocation every year to complete its computerisation program.
- The Government shall strive to set up Data Processing Centres in various cities/towns of Goa to proliferate employment.
- The Government shall provide state-of-the-art infrastructure at the proposed Margao-Verna-Vasco-Panaji-Mapusa corridor.

### 9. Information Technology Policy for the Educational Sector

In the knowledge society, education is central to personal, organisational and national well being. Goa's international competitiveness well into 21st century will be directly related to educational attainments of its population.

Our attitudes must change as the status of teaching as a career is still low. Important strategic policy decisions on education must be taken in the next few years. These decisions must reflect the need to:

- Recognise the need to change organisational structures to enable them to deliver learning efficiently in an information society, from pre-school to old age.
- Adapt and develop curricula to take advantage of opportunities afforded by IT to boost creativity, give greater access to information, and improve learning capability.
- Retain the best parts of our current educational culture in the quest for high standards of scholastic attainment, with optional use of IT as a learning and educational aid.

### 10. Schools

Twin goals for provision of equipment and for training teachers to use IT in learning will be vital. Penetration of technology into classrooms redefines established teacher-learner relationships, with teachers changing from omniscient leaders into tour guides for the 'infosphere'. Appropriately used, technology can reduce costs, increase access, boost learning retention rates and reduce boredom and misbehaviour.

In short, implementation of IT in education can result in:

- Continuous 100% literacy in the State.
- More curiosity, creativity and teamwork.
- Changed roles for teachers.
- The re-emergence of customised teaching and training as given to apprentices or given by tutors.
- Reduced behavioural problems, improved concentration and self-image.

- Access to more information, with guidance given on the selection and management of information.

However, considerable organisational changes will be necessary in schools:

- We must ensure that teachers teach well and are not merely agents for social policies to the detriment of primary goal.
- All teachers must be well trained in using IT to raise the quality of teaching - both for content and in helping students acquire knowledge.
- They should be groomed to act as agents for facilitating integration of telecom and computers in the classrooms thus paving way for 'virtual classrooms'.
- Introduce concept of Smart Schools which help in overall skill development of the students.
- Initiate a Teach the Teachers Programme for upgrading the IT knowledge and skills of teachers on a regular basis.

### 11. Accreditation

One of the most important transformation would be to provide quality IT training in the State. For this, well established and standard accreditation norms would have to be set up. The accreditation would not only ensure that state-of-the-art IT facilities are available but it would also ensure that quality facilities are available. The State shall establish an autonomous body to look after this process. A Virtual Institute for Training to promote computer education would be established as an autonomous body under the aegis of Goa University.

The vision is to ensure that state-of-the-art and quality IT training and education comparable to best of the world is made available in the State of Goa.

### 12. Financing

IT training and education is generally expensive as compared to many other courses. In order to ensure that IT training and education is available to students of the State, it is important to make available finance schemes to help students gain quality IT education and training. For this, banks will be persuaded to provide loans to students which can be repaid by the same students from their employment benefits. Many banks have confirmed that repayment schedule is much more effective from students than even some of the well known major industries.

To implement the financing scheme, a consortium of banks can be set up in the State of Goa at State level. Alternately, a corpus may be set up by the State Government which can raise resources from banks and financial institutions and then run it as a self generating fund.

### 13. Salient Features of Information Technology Policy for Educational Sector

- The Government shall encourage the use of Information Technology in schools, colleges and educational institutions.

- The State Government will launch special computer schemes to enable every student, teacher or school respectively desirous of buying computers to do so under attractive financial packages. These schemes should be supported by a set of initiatives such as lowering the cost of PCs, easy-installment bank loans, computer donations by business houses and Government, bulk donation of computers by NRI organisations, large volume bargain price imports, multi-lateral funding etc.
- The Government shall with the help of industry, start a training program for school teachers (train the teachers program) to help them use Information Technology in the teaching process.
- The Government shall endeavour to have internet connectivity to all schools, colleges and educational institutions, by the year 2000.
- At the school level, school children would be taught to use computers and to learn through computers.
- In the next three years, all college students in the State of Goa would have to compulsorily take a three month course in the use of Information Technology and in working on computers.
- The Government will launch SMART SCHOOL and 'Train the Teachers' Programme for promoting the IT skills of students and teachers in the State.
- The Government shall endeavour to increase the number of college students who specialise in Information Technology to meet the needs of the Information Technology Industry both for exports and for the domestic market. The syllabi for specialisation in computer education would be reconfigured with the help of industry to make it more relevant.
- The Government proposes to start an International Institute of Information Technology and Management (IIITM). The IIITM would be modelled after the Indian Institute of Technology and would have its own campus. The IIITM would be the Government body for the development of Information Technology in the educational sector. The IIITM shall be autonomous and run by a Board consisting of eminent people with experience in the industry. It shall develop to acquire the characteristics of a national institution.
- The IIITM would conduct courses to train students to meet the requirement of the domestic and export industry, conduct research in Information Technology and productivity, train trainers, enrol students for masters and doctorates in computer science and conduct short term courses for industry. The Government shall endeavour to make special budgetary allocation for this institution every year. It is the Government's intention to make the IIITM a premier institute for Information Technology within the next five years.

## 14. Information Technology Policy for Industry

### 14.1 General

- The definition of Information Technology industry will be synonymous with what has been included in the Infotech Pact signed by the Government of India with the World Trade Organisation. The following items relating to the computers, telecommunication and electronic sectors which are essential for the growth of Information Technology industry would be included in the definition of the Information Technology Industry:

### 14.2 Definition

Information Technology Industry would mean and include the following:

- a) Computing Devices including: desk top, Personal Computer, Servers, Workstations, Nodes, Terminals, Network PC Home PC, Laptop computers, Note book computers, Palm top computer/PDA.
- b) Network Controller Cards/Memories including: Network interface Card (NIC), Adaptor-Ethernet/PCI/EISA/Combo/PCMCIA, SIMMs-Memory, DIMMS-Memory, Central Processing unit (CPU), Controller-SCSI/Array, Processors-Processor/processor power module upgrades.
- c) Storage Units including: Hard Disk Drives/Hard drives, Raid Devices and their controllers, Floppy Disk Drives, Compact Disc ROM Drives, Tape Drives-DLT Drives/DAT, Optical Disk Drives, Other Digital Storage Devices.
- d) Others including: Key Board, Monitor, Mouse, Multimedia kits.
- e) Printers and Output Devices including: Dot-matrix, Laserjet, Inkjet, Deskjet, LED Printers, Line printers, Plotters, Pass-book Printers.
- f) Networking products including: Hubs, Routers, Switches, Concentrators, Trans-receivers.
- g) Software including: Application Software, Operating System, Middleware/Firmware.
- h) Power supplies to computer systems including: Switch Mode Power supplies, Uninterrupted power supplies.
- i) Networking/Cabling and related Accessories (related to IT industry) including: Fibre Cable, Copper Cable, Cables, Connectors, Terminal Blocks, Jack Panels, Patch Card, Mounting Card, Patch Panels, Back Boards, Wiring Blocks, Surface Mount Blocks.
- j) Consumables including: CD ROM/Compact Disks, Floppy Disks, Tapes DAT/DLT, Ribbons, Toners, Inkjet Cartridges, Inks for Output Devices.

k) Electronic Components including: Printed Circuit Board Assembly/Populated PCBS, Printed Circuit Board (PCB), Transistors, Integrated Circuits (ICs), Diodes/Thyristor/LEDs, Resistors, Capacitors, Switches (On/off, Push Button, Rocker, etc), Plugs/sockets/Relays, Magnetic Heads, Print Heads, Connectors, Microphones/Speakers, Fuses.

l) Telecommunication Equipment including: Telephones, Videophones, Facsimile Machines/Fax Cards, Tele-printers/Telex Machine, PABX/EPABX/RAX/MAX-Telephone Exchanges, Multiplexer/Muxes, Modems, Telephone Answering Machines, Telecommunication Switching Apparatus, Antenna and Mast, Wireless Datacom Equipment-including Set Top Boxes for both Video and Digital Signalling, receiving Equipments like Pagers, Mobile/Cellular Phones etc., VSATS, Video Conferencing Equipment.

### 15. Goa Information Technology Council

- The Government shall set up the Goa Information Technology Council for the State of Goa, consisting of eminent people from industry in Goa and from the rest of the country and senior officials, to guide the Government in the formation and management of its Information Technology Policy. The Council shall meet once a quarter to review the progress of the policy, improve the process of development of industry, monitor the progress of education in Information Technology and other skilled areas.
- The Government shall set up **Department of Information Technology (DOIT)** which shall promote a **Software Technology Park Authority Goa, (STPAG)** as a single window agency for giving approvals to units setting up business in Goa in this field. The **STPAG** shall give all approvals under various State Laws and its approval shall be binding on all State Departments. It shall improve the infrastructure in the State to ensure development of the Information Technology Industry in various parts of the State. An institution to promote computerization in Government would be set up. All departments would set aside 10% of their budgets for computerization of the Government departments. The institution would be set up, to quickly computerise the following areas:
  - File monitoring of departments and the secretariat.
  - Tax collection system to improve fiscal accountability.
  - Introduce IT for better interface between government and people.
- The Government shall assist the Software Technology Parks of India (STPI) and YSNL, the telecommunication entity of the Government of India. and DoT to expand communication links in the State of Goa. These agencies shall be encouraged to set up gateways and earth stations and the Government shall provide land and other such facilities required.

### 16. Information Technology Policy for Health

#### 16.1 Community Health

Probably the greatest community benefits will come from improved community and public health programs. Because of increasing mobility for commercial, sporting and tourism activities, we need to think increasingly of public health on a wider basis. We will also see medical consultations over a network lowering the costs in smaller clinics and hospitals.

A state level health network would be developed comprising:

- Connectivity of all people engaged in public health State-wide.
- Tele-monitoring of diseases at State level to achieve higher standards of public health.
- Establishment of a global health network university to raise public health standards.
- Connections between health-related non-government organisations such as Red Cross.
- Establishment of global health network research server designed to replace research journals.
- Training of 'cyberdocs' (people trained in both public health and networking).

Goa will give top priority to preventive medicine through good public health programs.

#### 16.2 Health Care

Intelligently used, IT can greatly improve health care. Potential benefits have been demonstrated in pilot projects around the world.

Efficiency could be improved by establishing an electronic health network with systematic exchange of data between general practitioners, hospitals, pharmacies, municipalities and health authorities. Research has shown that in a typical district level hospital, medical and administrative documentation make up some 30% of working hours, while direct patient treatment takes up only about 16% of the working hours.

Medical Smartcards carried by all citizens are another possibility. These would carry personal medical information. Questions of privacy and confidentiality would be protected, with the information able to be read by an authorized practitioner only. Because of advantage in terms of speed and accuracy, of diagnosis and treatment, this technology is being looked upon as an imperative.

The development of more sophisticated mobile communications will enable mobile practitioners to visit patients rather than reverse, so that minor surgical and other services can be performed at home.

## 17. Information Technology Policy for Entertainment & Leisure Industry

17.1 Leisure and entertainment activities will be greatly enriched by various IT applications. The entertainment market, rather than the business market, is already the main driver for further development of personal computers, and this trend will continue. We are already seeing three developments:

- Receipt of a variety of domestic and overseas TV channels, with the number likely to increase considerably with the mushrooming of cable TV. The significance of large number of channels can be drawn from the following:
- Some channels for videophone.
- On the main entertainment channels, there will be a mix of 'pay-to-view', free broadcast and subscription TV. Programs will be selected in advance, recorded automatically and retrieved at will.
- On community TV networks, people will create their own programs, so that TV is not just a passive medium. This is already happening in the networked communities around the world.
- Rapid growth in the use of personal computers for games.
- Increasing use of internet by people with particular hobby and leisure interests.
- Gaming will diversify, with the ability to bet via the Internet from the privacy of one's house.
- Publishing on the World Wide Web will facilitate the exchange of interest and skills on a global scale.

17.2 We are now seeing cross linking of these sorts of development, as a common multimedia architecture allows for a range of IT activities to be selected using an array of equipment. This trend will develop rapidly over the next five years and capabilities will steadily increase, accompanied by a greater ease of use.

Further development of IT based training and testing of athletes in the pursuit of sporting excellence should be given impetus. These training/testing programs will have spin-offs for individual and community recreational sporting and fitness activities.

17.3 IT enhanced tourism will take many forms:

- Virtual reality presentations will allow tourists to 'participate' more regularly irrespective of terrain and weather conditions.
- Interactive networked reservation systems.

Overseas developments are likely to be major source of inspiration for Goa's leisure/entertainment industries.

The boundary between work and leisure will tend to blur. Leisure interests will often develop into or generate work possibilities and vice versa.

## 18. Fiscal Incentives

The Government hereby grants a set of fiscal and other incentives to the software and hardware industry, being the components of the Information Technology Industry.

- The Government will not charge sales tax on all Information Technology products.

### 18.1 Software Units

- *Registration:* Software Units which are Export Oriented Units (EOUs) should necessarily get a Registration from the Software Technology Park Authority, Goa as Software Technology Parks and the Registration shall be authorisation of availment of fiscal incentives. Such units shall be called STP's and shall include the Software Technology Parks of India, Goa also.
- *Exemption From Payment of Sales Tax:* STP's shall be exempted from the payment of sales tax on purchases in Goa of all raw materials, components, packaging materials, consumables, spares and all other items consumed or used by it for the purpose of exports. Such exemptions shall be availed of by submitting a copy of the registration certification from STPAG to the supplier of such items who shall not charge sales tax thereon. The supplier shall give a copy of such registration to the Assessing Authorities upon his assessment.
- *Exemption from Payment of Sales Tax on Capital Goods:* STP's are exempt from the payment of sales tax on purchases in Goa for all capital goods used for their business. The list of capital goods would be certified by the STP — Goa and a copy of the same would be used for availment of this exemption.
- *Exemption from Entry Tax:* The STP's shall exempt from payment of entry tax on capital goods, on any raw material, computer parts, components, consumables, packing materials, spare and all other items used by them for their business. To avail exemption, a copy of the registration certificate from STP — Goa shall be used as a document of evidence.
- *Office in Residential Areas:* STP's would be allowed to set up offices in residential areas also.
- *Maintenance of Records in Electronic:* STP's will be allowed to maintain records under relevant labour laws in the electronic form with Labour Authorities. A common format will be designed in respect of return to be filed by the units under various labour legislations. Paper work will be reduced drastically. The frequency of filing the return will be reduced. Inspection under various Acts will be on a specific complaint only.

- *Exemption from Tax on Sale of Software in India:* The sale of computer software, programming and providing of computer software shall be exempt from the payment of sales tax, entry tax and TOT and all other like taxes in the State of Goa. The sale of computer software and programming and providing of computer software shall also be exempt from Inter State Tax.
- *Exemption of Tax on SIL Licences:* EXIM scrips, REP licences and SIL licences obtained by STP's and sold by them, shall not be liable to Sales Tax, TOT, Central Sales Tax or any other like tax levied by the State Government in the State of Goa.
- *Exemption from Registration Charges:* The Government intends to exempt STP's from the payment of special duty payable on registration of the Lease Agreements, Sale Deeds etc. The registration charges will be nominal. Execution of Lease Agreements, Sale Agreements by the appropriate authority will be simplified and the powers will be substantially delegated to the lower level officials.
- *Conversion permission:* The proposed **Software Technology Park Authority Goa (STPAG)** would have the following representatives:
  1. The Director would have computer knowing expertise.
  2. A representative from Town and Country Planning Department.
  3. A representative from Sales Tax Department.
  4. A representative from Industries Department.
  5. A representative from Labour Department.
- *Exemption from Sales Tax:* CCP units shall not be liable to pay central sales tax on inter state sales.
- *Power Connection:* CCP Units shall be given power connection on priority basis. The rules and regulations governing the installation of DG sets by the CCP units will be simplified.
- *Maintenance of Records in Electronic Form:* CCP units will be allowed to maintain records under relevant labour laws in the electronic form and file the same with the Labour Authorities. A common format will be designed in respect of returns to be filed by the units under various labour legislations. Paper work will be reduced drastically. The frequency of filing the returns will be reduced. Inspection under various Acts will be on a specific complaint only.
- *Exemption from Registration charges:* The Government intends to exempt CCP units from the payment of special duty payable on the registration of the Lease Agreements, Absolute Sale Deeds etc. The registration charges will be nominal. Execution of Lease Agreements, Sale Agreements by the appropriate authority will be simplified and the powers will be substantially delegated to the lower level officials.
- *Purchase of Agricultural Land:* CCP units will be permitted setting up their units in lands as per provisions in the ODP & would be cleared by STPAG with ex-post facto approval of Town & Country Planning Board. Any conversion outside ODP would be referred to TCP Board for prior clearance.

The STPAG would be authorised to grant permission with delegated power. In respect of Conversion, the power would be restricted to the permission as per the Outline Development Plan and the case would be referred to the Town and Country Planning Board for ex-post facto approval. Any permissions required outside the ODP would require prior clearance of the TCP Board.

#### 18.2 Computer and Computer Peripheral Industries

*Registration:* Industries registered with the Department of Information Technology (DOIT) for the purpose of manufacture and sale of computers and computer peripherals (CCP units) in the State of Goa shall be entitled to the following benefits:

- *Exemption from Sales Tax:* CCP units shall be exempt from the payment of sales tax on any purchase made by them within the State of Goa of capital goods, raw materials, components, packing materials, spares, material handling equipment, intermediaries, semi finished goods, sub-assemblies and consumables used in the manufacturing of the computers and computer peripherals. Such units shall be exempt from the payment of Sales Tax and Entry Tax on diesel and furnace oil for captive power generation.

#### 19. Empowerment & Social Equity through IT

IT will enable groups and individuals to engage in activities which were previously impracticable. This will benefit individuals, collective productivity and the quality of life.

##### 19.1 Empowering Communities

Through IT, Goa should become the most advanced and developed State in the country. The competitive advantage over more crowded and polluted States elsewhere can only increase during the coming years.

IT will provide those living in rural areas with opportunities to diversify their commercial, business and recreational interest. It should be increasingly common for a farmer, horticulturist or fish-farmer to be directly in contact with specialist markets around the world through the use of IT. Equally, an increasing number of non-farming businesses are being run from farms or small town locations. As competition develops and new services arise to reduce costs, the take up of internet in rural areas will increase.

IT offers unique opportunities for ethnic communities to keep their communications and culture strong. Many commentators have pointed out that the more universal we become, the more tribally we act. Minority languages all over the world

are achieving a new status as people hold more tightly to their heritage, as ballast to the creation of a larger, more economically homogeneous world. The ease of networking with IT enables all this to take place. Because of ease of producing community TV programs with one person crews, neighbourhood stories can be thoroughly covered, leading to a much greater sense of community in areas previously divided by race and economics.

### 19.2 Empowering Individuals

Individuals with disabilities already benefit from the liberating effects of IT. This will continue to give enormous returns, from both humanitarian and cost benefit viewpoints.

- Patients with chronic complaints can stay at home and still be monitored for vital functions.
- The deaf can receive hearing aids with improving sound discrimination.
- The blind will be able to move about with greater confidence enabled by increasingly accurate radar sensors.

Any isolation suffered by those with disabilities can be lessened with the increasing developments in electronic communications and IT. They will be able to participate in democratic process and social activities, more easily, thus enhancing their quality of life and resulting in more opportunities. Aged people will be particularly empowered to lead independent lives of high quality in their own homes.

### 19.3 Social Equity

Equitable access to IT developments and opportunities across all parts of Goa should be a real concern. It is important to move proactively in this direction and take steps to give emphasis to following factors:

- IT shall support democracy and individual access to information.
- IT shall contribute to personal development at the workplace and at home.
- IT shall open the public sector, making it more transparent and facilitating the delivery of better services.
- IT shall be used to support the weak in society.
- IT shall strengthen the competitiveness of local domestic industry in Goa.

A profound belief is expressed that the broadest possible application of IT is the best guarantee and IT will not contribute to division of the population into a A-term and B-term. There should be ready communication across society with computer and telecommunication networks making up a coherent system, clear and easily accessible for ordinary citizens and companies as the telephone system. The traditional idea of a working life

with accompanying demands for working hours etc. must in many ways be thoroughly changed. By effective use of public libraries and through primary and lower education, those who do not have the opportunity to use a computer at home will become familiar with this basis instrument and have access to the information network.

### 20. Goa's Advantages in Software and IT Enabling Services

Goa has all the pre-requisites to emerge as a software paradise. Some of the advantages of Goa include:

- *Cost Effective:* Goa offers an immense cost advantage in software development. Goa has a relatively good standard of living and at the same time is extremely cost effective. As per the survey findings, the cost of setting up a software unit at Goa is least amongst the other 10 Indian software cities compared with it.
- *English-Speaking Manpower:* Goa has one of the highest literacy rate in the country and a very large percentage of the population is conversant in English and other languages, thus making Goa a front-runner in setting up call centre and other IT Enabling service operations. Goa currently has a capacity to provide annual output about 500 graduates who with IT training/retraining can be used for IT Software and software services. As per an independent survey, the number of software professionals from Goa working in the Indian software industry is more than 2%. However, with changes in policy and increase of number of Institutions and seats, this number can dramatically increase in coming years.
- *NRI (Goans):* There are many native Goans employed in software industry worldwide. Many of them have expressed a desire to come back to their motherland. At the same time, there are many Goan software professionals from Goa working in other parts of India, who are also desirous to come back and work in Goa.
- *Data Communications:* Software Technology Park has already been set up in Goa which would shortly have the facilities of state-of-the-art data communication facilities. Videsh Sanchar Nigan Ltd. also plans to provide more state-of-the-art datacom facilities at Goa. Large amount of already laid fibre optic is an extra advantage to make a supercorridor in Goa.
- *Recreational Activities and Infrastructure:* Goa is a tourist paradise, with wide expanse of beaches and host of recreational activities. Both as a residence for software professional as well as a tourist place for visiting clients, it offers an ideal opportunity to mix business with pleasure.
- *Quality of Life:* The software professionals tend to prefer a location with a good quality of life. Goa offers them conducive atmosphere.
- *Attitude of State Government:* The State Government is very keen to make Goa a software paradise. This



transforms into friendly policies, easy functioning and incentives for IT industry.

- *Quality Consciousness:* The attitude of general public is very essential to software development.
- *Connectivity:* With possibilities of expanding air links, Goa has all the pre-requisites of becoming a software paradise.
- With a coordinated action plan, put in by Government and industry, the State of Goa can be put on the international software map in the next five years.
- The total foreign opportunity market available for software companies in Goa in OEM Professional Services would be same as India, i.e. US \$ 30 billion. However, the opportunities in the product business again can be as high as those for India at US \$ 150 billion.
- In the year 2002, the total domestic software demand in India is expected to be Rs. 18,000 crore. Goa has excellent opportunities to have a substantial market share in fulfilling this demand.

## 21. Targets & Projections

### *Target for the year 2003*

In the year 2003, Goa will target to generate an annual revenue of Rs. 2000 crore from the software sector (US \$ 0.5 billion). Out of this Rs. 1,200 crore could be the revenue from software and services exports and about Rs. 800 crore from the domestic market.

### *Target for year 2005*

Once the baseline of software exports is established, it would be possible to exponentially increase the growth rates in subsequent years with relative ease. Therefore, the target for the year 2005 shall be Rs. 4,000 crore. Out of this, software exports will be Rs. 2,500 crore and the domestic market will be Rs. 1,500 crore.

## 22. Software Industry in Goa 1998-2005

Year	Software Industry - Figures in Rs. Crore	
1998-1999	50	Projected
1999-2000	200	
2000-2001	550	
2001-2002	1,100	
2002-2003	2,000	
2003-2004	2,900	
2004-2005	4,000	

Forceful coordinated actions must be taken to establish Goa as a software paradise of the Indian software industry.

- In the year 1995-96, software exports from Goa was a mere Rs. 0.75 crore. In the same year, software exports

from India were Rs. 2500 crore. In other words, Goa had just 0.03% share in the total software exports from India.

- In 1998-99, software exports from Goa are estimated to be worth Rs. 15 crore. In other words, Goa would have a 0.15% share in the total software exports from India.

It must be noted that in the last two years, Goa had a three fold increase in software exports, but that is not enough cause for jubilation. A mere 0.15% share in Indian software exports is extremely negligible and cannot make any impact. However, worldwide opportunities are immense. The advantages of the software industry in Goa are much more than few disadvantages. A coordinated action by Government and industry, can position Goa to benefit substantially from this major opportunity area and promote growth of software services exports to Rs. 1,200 crore by the year 2003. However, this action plan must satisfy several requirements.

## 23. Action Plan for IT

- *Set up Department of Information Technology*

The Government will set up Department of Information Technology (DOIT) as a single window agency for giving approvals to units setting up business in Goa in the Information Technology industry. This department would also assume overall responsibility for promoting both the export and the domestic market of IT in the State.

- *Set up a Software Technology Park Authority Goa.*

This Authority will provide single window service to entrepreneurs.

### *Setting up a Margao-Verna-Vasco-Panaji-Mapusa Supercorridor*

The Government would set up a supercorridor from Margao-Verna-Vasco-Panaji-Mapusa and promote this as one of the leading centre for multimedia, Internet, E-commerce software development and IT Enabling services in the world.

- *Setting up of More IT Companies in Goa*

In order to achieve a Rs. 1,200 crore software export target by the year 2003, would require establishment of at least 50 large and medium sized software export and IT Service companies/centres in Goa. These could be large, medium and small companies. A scheme will be devised to attract such companies to Goa.

- *Attracting Multinationals and NRI*

Focus on attracting multinationals to invest in Goa: NRI's to be attracted both for investment as well as "reverse brain drain" and attracting major overseas and Indian software companies already established in India to open additional software development centres in Goa.

● *High Powered IT Council*

A Government + industry high powered Goa Information Technology Council to be set up in order to plan and coordinate strategy and actions and perform functions that are not assigned to other bodies. This Council would be headed by the Chief Minister. The Council would constantly monitor the implementation and (any need for change) of IT policies in the State.

**24. IT Governance**

The Government of Goa would use Information Technology in the process of governance, education and in development of Infrastructure in the State. Its objective would be to deliver services as close to the citizens as possible, with minimum intermediation and affordable costs.

- The State Government would encourage the setting up of value added network services including ATMs, Electronic Kiosks, Telephones, Smart Cards etc; for providing 'One-Stop Non-Stop' service to its residents.
- The State Government would take the necessary steps to boost IT for agricultural and integrated rural development.

● *IT Plan*

Each Department/Ministry of the State Government shall be required to prepare an IT plan. 10% of the budget of every Ministry/Department should be earmarked towards computerisation.

● *Building up Hi-Tech Habitat*

For proliferation of IT Enabling services as well as creating a "Silicon Valley" environment (with proximity to university), abundant space for individual companies with recreational and educational facilities is necessary, a hitech habitat would be built next to the Goa University at Bambolim. The policy of GOI envisages the setting up of Hi-Tech Habitat to promote the IT industry. The STPA Goa would administer the Hi-Tech Habitat to be set up at Bambolim. An area of 2 lakh sq. metres, of institutional land to be called Hi-Tech Habitat Goa has been earmarked.

● *Software Technology Park*

Upgrade the existing Software Technology Park at Verna with new facilities.

● *Special Scheme for IT Enabling Services*

Special scheme needs to be set up in Goa for attracting IT Enabling Services like Call Centres, Revenue Accounting, Back-Office Operations, Medical Transcription etc. These schemes will generate employment of at least 50,000 people in next five years in the State.

● *Special Emphasis on Infrastructure*

Substantially improve the existing infrastructure, especially as regards Communications, Transport, Real-Estate and availability of skilled manpower.

● *Education through IT and Computer Literacy*

- Upgrade existing skills and increase manpower supply at the desired levels. Set up IIT/IIM kind of Institute of Information Technology and Management. This Institute will impart Education and Training in computer science and management stream. It will include graduate and post graduate level courses, as well as short term courses and affiliation programs.
- Setting up a Virtual Institute Training for spreading computer literacy in the State.
- To promote education and manpower development in the State, it is absolutely necessary to provide computers and internet connectivity in every school, college and polytechnic in Goa.

Computer related courses should be made mandatory in every graduate course in the State of Goa. In other words, diverse courses like B.Sc., B. Com. should also be taught computers, Special IT Modules should be made available at the State level.

- The State Government should launch special computer schemes to enable every student, teacher or school respectively desirous of buying computers to do so under attractive financial packages.

● *Financing Schemes for IT*

- Ensure adequate equity/debt financing and incentives; finance through venture capital funds (Requirement of Rs. 100 crore during 1998-2003)
- Establish a State venture capital fund of Rs. 25 crore in association with FIIs.

● *Marketing*

- Focus on marketing in target countries (USA, Europe, Portugal, Japan etc) and opportunities (niche areas). To make necessary Brochures/Films/Multimedia presentations. A high powered delegation led by Chief Minister to visit the target countries for attracting investments.
- Help the industry in marketing efforts, including participation in International Conferences and Exhibitions.

● *Proliferation of Internet*

Internet should be available throughout the State of Goa. All STD/ISD booths should have internet, Email and video conference facility. This would ensure that residents of Goa who do not have a PC or even a telephone are able to send and receive Emails.

● *Attain world class productivity and quality.*

25. The IT policy aims at putting Goa on the IT map of India in the fastest possible way. We cannot afford to loose time as this sector offers the best opportunity for the youth to take advantage of the vast opportunities opening up before the nation. This policy reaffirms the resolution of the State to be in the frontier of Information Technology in improving the quality of life of every citizen.

## THE IT POLICY MATRIX

GENERATION SIDE		BRIDGING	DIFFUSION SIDE
Hands on	IT Related	Government Efficiency Improvement e. g. via Informatics	• Nurturing Foreign Markets/exports
	R&D Grants/Loans		•
	IT Specific	<ul style="list-style-type: none"> <li>• Building Telecom Infrastructure</li> <li>• Proliferation of Internet</li> </ul>	<ul style="list-style-type: none"> <li>• Budgetary Allocation</li> <li>• Procurement</li> <li>• IT Diffusion</li> </ul>
	IT Industry Programmes e.g. R&D programmes		
Hands off	and		
	• Software development	• Standardisation Initiatives	<ul style="list-style-type: none"> <li>• SME Technological Capability Programmes</li> <li>• IT Diffusion</li> <li>• Tax Incentives</li> </ul>
	<ul style="list-style-type: none"> <li>• Incentives for Software development</li> <li>• R&amp;D Tax Breaks</li> </ul>	<ul style="list-style-type: none"> <li>• Financial liberalization e.g. Working Capital</li> <li>• Venture Capital</li> </ul>	• Export credits

## Department of Labour

## Notification

CL/3-11/(28)/98/1003

The following draft Notification which is proposed to be issued under sub-section (2) of section 5 of the Minimum Wages Act, 1948 (Central Act 11 of 1948) (hereinafter referred to as the 'said Act'), for revising the minimum rates of wages payable to various categories of employees employed in various trades mentioned in the said draft Notification in the Scheduled employment, namely "Employment in Breweries and Distilleries", is hereby pre-published as required by clause (b) of sub-section (1) of section 5 of the said Act. Notice is hereby given that the said draft Notification will be taken into consideration by the Government after the expiry of a period of two months from the date of publication of this Notification in the Official Gazette. All persons likely to be affected by the said draft Notification may forward their suggestions or objections, if any, to the Secretary, Labour, Government of Goa, Secretariat, Panaji, before the expiry of the said period of two months so that such suggestions and objections could be taken into consideration at the time of finalisation of the said draft Notification.

## DRAFT NOTIFICATION

In exercise of the powers conferred by clause (b) of sub-section (1) of section 3, read with clause (iii) of sub-section (1) of section 4 and sub-section (2) of section 5 of the Minimum Wages Act, 1948 (Central Act 11 of 1948), the Government of Goa, hereby revises the minimum rates of wages payable to various categories of employees employed in various trades in the Schedule employment, namely, "Employment in Breweries and Distilleries", as shown in the Schedule below:—

## SCHEDULE

Sr. No.	Details of categories	All inclusive minimum rates of wages
1.	2	3

## CATEGORY - I

(1)	Manager	Rs. 74.00 per day
(2)	Head Clerk	
(3)	Accountant	
(4)	Chemist	
(5)	Section Head	
(6)	Sales Supervisor	
(7)	Head Operator	

1	2	3	1	2	3
(8)	Head Airconditioning Operator	Rs. 74.00 per day	(12)	Welder	Rs. 69.00 per day
(9)	Any other category, by whatever name called, doing the work of the nature done by the persons falling under the foregoing entries.			Any other category, by whatever name called, doing the work of the nature done by the persons falling under the foregoing entries.	
CATEGORY II			CATEGORY IV		
(A)			(1)	Laboratory Assistant	Rs. 55.00 per day
(1)	Machine Operator	Rs. 69.00 per day	(2)	Trainee Lab Chemist	
(2)	Airconditioning Operator		(3)	Trainee Operator	
(3)	Fitter Operator		(4)	Trainee Charge Hand	
	Any other category, by whatever name called, doing the work of the nature done by the persons falling under the foregoing entries.		(5)	Gardener	
(B)			(6)	Bottle Washer	
(1)	Mechanic	Rs. 67.00 per day	(7)	Peon	
(2)	Refrigeration Mechanic		(8)	Worker	
(3)	Mechanic Supervisor		(9)	Watchman	
(4)	Cashier		(10)	Labourer/Sweeper	
(5)	Steno typist		(11)	Boiler Attendant	
(6)	Accounts Clerk/Driver		(12)	Assistant Fitter	
	Any other category, by whatever name called, doing the work of the nature done by the persons falling under the foregoing entries.		(13)	Assistant Operator	
CATEGORY III			<i>Explanation:</i>		
(1)	Clerk	Rs. 69.00 per day	(1)	Where, in any area of establishment in the Schedule employment wages revised under this Notification are lower than the wages fixed by the Central Government or by Agreement or settlement or contract or contractors' regulations attached to the conditions of Contract, the higher-rate would be payable as minimum wages under this Notification.	
(2)	Electrician		(2)	The minimum rates of wages revised are all inclusive rates including the wages for the weekly day of rest.	
(3)	Operator		(3)	The minimum rates of wages are applicable to employees engaged by the Principal employer or Contractor of sub-contractor.	
(4)	Store Keeper		(4)	Both men and women workers shall be paid the same rates of wages revised for the category and for equal work.	
(5)	Sales Supervisor		(5)	In case of employees employed on piece-rate basis, the minimum rates of wages payable shall be at a rate not less than the minimum revised under this Notification.	
(6)	Car/Van Driver		(6)	The minimum rates of wages payable to adolescent shall be the same as payable to an adult, revised under this Notification.	
(7)	Laboratory Technician		(7)	Where part-time workers are employed, they shall be paid on pro-rata wages in accordance with number of hours of work done.	
(8)	Loading Hand		By order and in the name of the Governor of Goa.		
(9)	Store Clerk		R. S. Mardolker, Commissioner, Labour and Ex-Officio Joint Secretary.		
(10)	Assistant Operator		Panaji, 22nd February, 1999.		
(11)	Assistant Air conditioning Operator				